

# **STATE ADVISORY COUNCIL ON AGING**

**March 19, 2015**

Radisson Lansing at the Capitol  
111 North Grand Avenue, Lansing, MI 48933

## **MINUTES**

**Call to Order:** Commissioner Michael Sheehan called the meeting to order at 9:30 a.m. Gloria Lanum called the roll and a quorum was present.

**Present:** Commissioner Michael Sheehan, Chairperson, John Murphy, Vice-Chairperson, Regina Allen, Alan Bond, Charles Corwin, Georgia Durga, Kathleen Earle, Elizabeth Ireland-Curtis, Kathleen Johnston-Calati, Victoria Laupp, Barbara Leo, Nicolette McClure, Gerald McCole, Pamela McKenna, Roy Pentilla, Jean Peters, Gene Pisha, Mary Lou Proefrock, Donald Ryan, Mona Sashital, Linda Strohl, Terry Vear, Susan Vick, Wendy White, Kathleen Williams-Newell, Ginny Wood-Broderick, Richard Zeck, and John Zimmerman

**Excused:** Nellie Blue, Kellie Boyd, Lawrence Brooks, Vicente Castellanos, Thomas Hartwig, Lois Hitchcock, Mary Jones, Tammy McCracken, Perry Ohren and Ex-Officio Members: Robyn Ford and Elizabeth Thompson

**Guests:** Commissioner Joan Ilardo and Clare Luz, Ph.D., Michigan State University

**Office of Services to the Aging (OSA) Staff** present: Leslie Shanlian, Gloria Lanum, Becky Payne, Lauren Swanson-Aprill, and Scott Wamsley

**Agenda:** The State Advisory Council (SAC) approved the agenda as presented.

**Minutes:** The SAC approved the November 19, 2015, minutes as presented.

**Remembrance of SAC Member John Pedit:** SAC Member Gene Pisha gave a memorial presentation about John Pedit's contributions over the years. Gene met John over 12 years ago when he was first appointed to the SAC and John was already a member. Since they lived close to each other, they soon began driving to Lansing together and quickly became good friends. John retired from the U.S. Army after 23 years of services most of which was with Army Intelligence in Korea. Gene also served during the Korean War and he and John spoke often about the plight of many veterans needing supports and services.

For many years, John volunteered with the Senior Alliance -- Region 3C area agency on aging (AAA) located in Wayne County by serving on their board and leading their Medicare/Medicaid Assistance Program (MMAP); at the beginning of the program, John had MMAP toll-free line in his home to answer questions from the public! John had an excellent knowledge of applicable federal laws and regulations and mentored many Senior Alliance staff.

During the past year, John and Gene promoted with the SAC and OSA a proposal to ensure aging supports and services are more easily available to aging Michigan

**State Advisory Council on Aging**  
**March 19, 2015—Minutes**  
**Page 2**

veterans. John urged that the information and assistance forms used by the AAAs ask if people ever served as veterans in the U.S. military. He also hoped that each AAA in time would be able to have AAA staff, preferably a veteran, suitably trained to provide information to older Michigan veterans about available supports and services. As a result of their advocacy, the SAC formed a Veterans Workgroup to study related supports and services issues and to make recommendations in the SAC's Adjunct Report to the Commission, on which they both served.

**Introduction of New State Advisory Council on Aging (SAC) Members:**

Commissioner Sheehan welcomed the new SAC members, asked them to introduce themselves, and explain their connection to the aging network: Donald Ryan, Mona Sashital, Wendy White, and Barbara Leo to the SAC.

**Introduction of Guest Commissioner:** Commissioner Sheehan introduced and welcomed Commissioner Joan Ilardo.

**OSA Director's Report:** Leslie Shanlian, OSA Deputy Director, introduced herself and provided the OSA Report:

- On February 9, 2015 the governor signed the Executive Order (EO) that would create the new Michigan Department of Health & Human Services (MDHHS) by merging the Department of Community Health and the Department of Human Services into one organization. In addition, the EO creates two new agencies – the Michigan Children's Services Agency and the Aging and Adult Services Agency (AASA). If the EO is not voted down by the Legislature, it will take effect on April 10, 2015. AASA would be considered a Type II Agency and it would be headed by an executive director who would be a civil servant that reports to the MDHHS Deputy Director, who is currently Timothy Becker. OSA is currently a Type I Agency headed by a director who is appointed by the governor and reports directly to the governor. Further information about this will be forthcoming.
- On March 3, 2015, Director Sederburg presented OSA's FY 2016 budget to both the House and Senate appropriations subcommittees, and did not receive any questions related to our funding. The FY 2016 budget keeps OSA funding "flat" at the FY 2015 levels. But it does replace the \$357,500 the Ombudsman program lost due to the change in rules from the Civil Money Penalty Funds. Of those funds, \$200,000 is recommended to support the local ombudsmen, and \$157,500 is for the State LTC Ombudsman's office.
- In addition, the FY 2016 executive budget keeps the Medicaid MI Choice program at flat funding (meaning no cuts) and continues the expansion of the Program for All-Inclusive Care for the Elderly (PACE) by shifting \$8.3 million in general funds from long-term care to PACE. This expansion covers programs in Jackson and Traverse City. We will continue to keep you posted as the budget process continues. Please go to [www.michigan.gov/mibudget](http://www.michigan.gov/mibudget) for updates on the full state budget.

**State Advisory Council on Aging**  
**November 20, 2014--Minutes**  
**Page 3**

**Review of the OSA Budget:** Scott Wamsley, OSA Division Director of the Technical Assistance, Support and Compliance Division (TASC) presented an overview of the OSA budget, the prescribed formula for the use of various fund sources and granting funds to the AAAs, the monitoring process and review. OSA provides guidance to the networks about fund sources based on legislative intent. The TASC division wants the AAAs to succeed in providing supports and services to older adults who are 60+ years old, and to achieve good compliance, which is reported back to the legislature each year.

**Old Business**

**Commission Report:** Commissioner Ilardo provided a brief report about the February 20, 2015, Commission on Services to the Aging (CSA) meeting held at the OSA office. The Long Term Care Supports and Services (LTCSS) Commission Chairperson, Reginald Carter presented their final accomplishments and recommendations to the Commission. The LTCSS met its goals and will no longer be meeting. The LTCSS report will be resent to the SAC; the SAC referenced the LTCSS report during its deliberations in preparing the SAC adjunct report.

Also reviewed was the proposed Michigan Aging Education Collaborative (MAEC) grant that Jeffrey Dwyer, Ph.D., Project Director and Joan Ilardo with the College of Human Medicine and others at Michigan State University with support of several organizations submitted to the U.S. Department of Health and Human Services, Health Resource and Services Administration. The collaborative partners include: Geriatric Education Center of Michigan, (MSU Human and Osteopathic Medicine, Nursing, Social Work, and Extension), VA VISN 11 GRECC, Macomb Community College, Michigan Alzheimer's Disease Center The University of Michigan, Michigan Office of Services to the Aging, MPRO/QIO, National Kidney Foundation of Michigan, Elder Law of Michigan, Public Health Institute, Michigan Association of Tribal Health Directors, Southeast Michigan Community Services Collaborative, and the Coalition on Oral Health for the Aging. OSA Director Sederburg provided a letter of support for the project.

The proposed MAEC will build on existing investments in community-based interdisciplinary teams and partner organizations to establish a statewide training network for older adults, family members, health professionals, faculty, students, and caregivers regarding diagnosis, treatment and prevention of disease and disability among older adults, their families and care providers. If funded, the MAEC would receive \$2.5 million over three years and \$100,000 for Alzheimer's programming to begin July 1, 2015.

The next CSA meeting will be held jointly with the SAC in Lansing at the Radisson Hotel & Conference Center on Friday, April 17, 2015. Future Commission dates include:  
May 15, 2015, 10:00 a.m.—Ramada Lansing Hotel & Conference Center  
June 19, 2015, 10:00 a.m.—TBD in Ann Arbor--Public Hearing at 1:00 p.m.

**State Advisory Council on Aging  
November 20, 2014—Minutes  
Page 4**

July 17, 2015—10:00 a.m.--Ferris State University, Big Rapids—  
Public Hearing: 1:00 p.m.

August 21, 2015, 9:00 a.m.—Ramada Lansing Hotel & Conference Center

September 18, 2015, 9:00 a.m.—Ramada Lansing Hotel & Conference Center

October 16, 2015, 10:00 a.m.—TBD in Escanaba—Public Hearing at 1:00 p.m.

November 20, 2015, 10:00 a.m.—TBD

December 18, 2015, 10:00 a.m.--TBD

**New Business**

**SAC Member Responsibilities and Participation:** Commissioner Sheehan reviewed the responsibilities of SAC members that include actively researching a key aging issue/charge as determined by the CSA. It is important for each member to assist in this between meetings and conference calls. Each member is also expected to attend the face-to-face meetings, volunteer to serve on a workgroup, and participate on the workgroup teleconference calls.

**2015 SAC Application and Instructions:** Lauren Swanson-Aprill provided information about the 2015 SAC Application process. Applications are due by March 31, 2015. Nine current SAC members' terms expire on May 1, 2015, and are eligible to re-apply to serve. Several applications have been received. Our goal is to ensure that each region has representation on the SAC. The CSA will appoint a SAC Application Review Committee to review the applications in April and the CSA will consider their recommendations at their April meeting.

**Adjunct Report Workgroup Reports**

**Education:** Elizabeth Ireland-Curtis presented their findings and the following recommendations:

1. Develop a road map of ideas to consider when developing a life aging plan.
2. Promote retirement planning for all.
3. Share aging and retirement resources via the Michigan Office of Services to the Aging (OSA) Communications Team and the aging network.
4. Use the already existing vast amount of information available to promote positive aging by targeting key issues and sending out the links or information monthly.
5. Support the long-term promotion and education of positive aging throughout the year and during key events like Older Michiganians' Day.

**Veterans:** John Murphy presented the workgroup's report and recommendations:

1. Work with MVAA and other State and County Offices offering benefits to the aging, disabled, and veteran populations. Ensure one-stop veterans' services shopping - determine how to efficiently, accurately and timely access the right benefit for each veteran in need of assistance and service.

2. Encourage the AAAs and the waiver agents to use and expand the Home and Community-Based Services (HCBS) program to ensure adults over 60 years old, including veterans, receive these supports and services.
3. Survey AAAs for veterans' support and VSO coordination - encourage local service organizations to have a VA accredited specialist with complete veterans' benefits program knowledge and experience.
4. Promote continuous veterans' service availability and benefits – ensure asking for help is met professionally, courteously and without shame or guilt
5. Ensure all state benefit program assistance forms ask, ***“Have You Ever Served in the U.S. Military?”*** versus “Are You a Veteran?”
6. Research agency veterans' outreach strategies; ***recommend a long-term publicity campaign promoting veterans' benefit programs and services to the community at large*** that includes information about accessing the aging and disability networks and their resources.
7. Support the MVAA VCAT Model for agency coordination, collaboration and one-stop veterans' services shopping - determining how to efficiently, accurately and timely access the right benefit for each veteran in need of assistance and service.
8. Support MVAA 1-800 Numbers (1-800-Michvet or 1-800 642-4838) for veterans' assistance 24/7/365.
9. Support the Michigan 2-1-1 Call Center Human Services Communication Model implementation to all counties within the State
10. Recommend statewide message disseminated through all communication channels.
11. Frame all publicity messages to encourage alternative choices permitting individuals to be able to do what they need to do.

**Volunteerism:** Victoria Laupp presented the following recommendations:

1. Promote the importance of older adults' volunteerism in supporting the community via the positive aging campaign.
2. Request that the Corporation for National and Community Services allow RSVPs to continue counting the service hours of volunteers who serve as docents, theater ushers, or who are home-bound and crochet, knit and sew items community members need.
3. Suggest that the Corporation for National and Community Service's website include older adults and young people together volunteering rather than only showing the younger population.
4. Meet with non-profit leaders to find new sponsors to host the volunteer programs.
5. Publicize the state's 50 RSVP, Foster Grandparent and Senior Home Companion programs.
6. Provide information to corporations and local businesses to gain allowed financial or in-kind support of the RSVP program.

**Media:** Pam McKenna presented the following goals and objectives:

OSA's Communications Team worked with the workgroup to develop ideas that can be implemented. Since there is so much information already written, it will be important to

direct our focus and tap resources that are already available to share. Targeting people of all ages, baby boomers, older adults, community and business leaders and politicians will be important.

**Goals and Objectives:**

1. Determine the target audience(s).
2. Decide how to best inform people about services.
3. Collaborate with local AAAs, Commissions on Aging, Southeast Michigan Senior Regional Collaborative (SEMISRC) Steering Committee, etc. and OSA Communications Team to link messages that they can forward to their media.
4. Send messages that address the following:
  - Give information to politicians for increased funding support
  - Make community improvements to keep people from leaving the area
  - Share positive aging tips
  - Link Baby Boomers to aging supports and retirement information
  - Get more people interested in volunteering
  - Increase awareness of aging veterans' and LGBT older adult issues
  - Influence medical professionals to look at aging in a different light

The four SAC Workgroups' recommendations will be merged into the Adjunct Report to the Baby Boomer Report with assistance from the SAC Workgroup leads, Vice Chairperson, John Murphy, Lauren Swanson-Aprill and Becky Payne. The draft will be shared with SAC Chairperson Commission Michael Sheehan, the SAC, and OSA leadership for review. Subsequently, Commission Sheehan will present the Adjunct Report to the CSA during the April 17, 2015 meeting.

**Introduction of the New Charge:** Commissioner Sheehan reviewed with SAC members the CSA's new charge to the SAC for FY 2015-2016 to focus on direct care workforce issues. Four proposed workgroups were reviewed with the SAC:

1. **Marketing DCWs**
2. **Interdisciplinary Team Model**
3. **Transportation and Child/Family Care Models**
4. **Training Operations**

**Overview of the Issue:** Lauren Swanson-Aprill provided an historical review of the work that OSA, MSU, PHI, AAAs, and other colleagues have completed over the past 15 years to promote the recruitment, training, and retention of direct care workers (DCWs)/personal care aides (PCAs). A variety of studies and reports have been prepared and training curricula for Michigan's DCWs has been developed on adult and abuse neglect prevention, dementia, home skills, and recently a core "gold standard" 77-hour training program for DCWs. The core training program, Building Training...Building Quality (BTBQ), was developed and implemented under the Personal and Home Care Aide State Training Program grant awarded to OSA from the U.S. Department of Health and Human Services, Health Resource Services Administration for \$2.3 million.

OSA worked with PHI and Michigan State University (MSU) to develop the grant and once received worked with a team of MI Choice Waiver Agents, a RN Director, key stakeholders and trainers to reach our goal to pilot a 77-hour core training program of key concepts for providing quality home care supports and services to persons living in their own homes. About 400 personal care aides completed the BTBQ training program and almost 800 completed one-day training on the other key issues mentioned above provided by 50 trainers. The BTBQ principal investigator, Clare Luz, Ph.D., Assistant Professor, Department of Family Medicine, Geriatric Division, College of Human Medicine, MSU led the formal evaluation of the program, and was introduced to the SAC to present the program's final report and findings.

**Building Training...Building Quality Final Report:** Clare Luz reported on the primary evaluation questions and the key research findings:

**Primary Evaluation Questions:**

Does training lead to:

- Increased PCA knowledge and skills
- Improved PCA job status and satisfaction
- System changes and sustainability

What are key components of a gold standard program?

**Key Research Findings:**

98% satisfaction with BTBQ program

- Statistically-significant gains in knowledge and skills
- 99% believe they mastered new skills and 95% believe they are better able to support people to maintain/improve ability for self-care.
- Significant increases in employment in health care and job satisfaction.
- In their words, BTBQ taught them **“to value myself and the work” and was a “game changer” that will “open doors.”**
- Fewer trainees on Medicaid
- More are employed as a PCA/homemaker; and as self-directed/employed
- 95% believe the BTBQ training will help them get a job or better job in healthcare in the future
- 77% stated job satisfaction had improved as a result of BTBQ
- 99% would recommend BTBQ to others interested in becoming a PCA

**Other Findings:**

- Over 90 percent believe the skills they learned match what is required to do the job well.
- Focus group participants repeatedly and unanimously agreed that two topics in particular “should be mandatory for anyone working with the elderly:”
- Concepts related to person-centeredness
- Communication skills including how to establish professional boundaries.

**State Advisory Council on Aging**  
**November 20, 2014—Minutes**  
**Page 8**

Lessons learned and sustainability recommendations were also reviewed, and will be discussed further during future SAC meetings. The final report: *Michigan's Building Training...Building Quality* – Personal and Home Care Aide State Training Program can be found on the OSA website: [www.michigan.gov/osa](http://www.michigan.gov/osa).

**SAC Members signed up to be a member of one of the four workgroups that will begin working on the new charge in the spring.**

**Next Meeting:** The SAC will meet with the Commission on Services to the Aging, on Friday, April 17, 2015, at 9:00 a.m. at the Ramada Hotel and Conference Center in Lansing.

Commissioner Sheehan adjourned the meeting at 2:00 p.m.